



COUNTY OF LOS ANGELES
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Director

To enrich lives through effective and caring service.

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October 29, 2009

To: Each Supervisor

From: Tom Tindall *JE Jones for*
Director

Subject: **TRANSFER OF DEPARTMENT OF CHILDREN AND FAMILY
SERVICES INFORMATION TECHNOLOGY FUNCTIONS TO ISD**

On October 23, 2009, the County received federal conditional approval to transfer the management of the Department of Children and Family Services (DCFS) information technology (IT) infrastructure to the Internal Services Department (ISD). Conditional approval allows the County to proceed with the project while we respond to federal cost allocation questions.

This important project will significantly improve DCFS' IT infrastructure, and provide DCFS management with a greater ability to focus on its core mission. This memo outlines planned transition activities over the next fourteen months.

BACKGROUND

In 2008, at the direction of the Chief Executive Office (CEO), ISD and DCFS conducted an assessment of the IT infrastructure within DCFS. Due to the critical nature of DCFS operations and the need for improved IT support, the CEO determined that ISD should be responsible for the DCFS IT infrastructure. Since then, DCFS and ISD have worked to obtain the State and federal approvals needed to secure subvention funding for this project. These approvals have now been obtained.

The project involves assessing thirty-five different DCFS locations and migrating approximately 7,000 e-mail accounts, databases, applications, and file and printer servers to the centralized ISD environment in ISD's Downey Data Center. ISD will also assume management responsibility for the Local Area Network infrastructure at all DCFS facilities.

Project funding for both one-time and ongoing costs is included in the DCFS and ISD Fiscal Year 2009-10 adopted budgets. The project involves transferring up to 78 DCFS IT employees to ISD.

TRANSITION ACTIVITIES

Now that federal conditional approval has been received, ISD is proceeding with activities to migrate DCFS e-mail services, electronic data storage, and servers to ISD's shared services environment. The following action steps will begin immediately, with target completion dates identified after each:

- Procure new desktops (Target completion: January 2010)
- Migrate Windows servers to ISD (March 2010)
- Procure servers and related equipment (April 2010)
- Migrate desktops and email servers (July 2010)
- Migrate Oracle databases to ISD servers (August 2010)
- Upgrade Local and Wide Area Network equipment at DCFS offices (December 2010)

The transition plan also includes the following administrative actions:

- ISD will procure short-term contractor technical resources to ensure DCFS IT functions are transferred with minimal impact to DCFS business operations. On October 27, 2009, we notified your Board of our intent to contract with CorpInfo Services to assist with desktop migration activities.
- CEO Employee Relations will inform Local 721 of the County's intent to move forward with transition activities as early as next week. The County will avail itself to consult with the union and explain the transition process.
- DCFS IT employees will transfer to ISD on a phased basis, with most transfers expected by January 2010. DCFS IT employees will be subject to Live Scan criminal history background checks prior to transfer. Past experience indicates that most employees quickly clear background checks, but a few may require a longer period to resolve.
- ISD will purchase required computer equipment on a priority basis, and work with the CEO to secure approval for required Fixed Assets – Equipment.

After the transition is complete, ISD will be responsible for DCFS IT infrastructure. This will allow the remaining DCFS IT staff to focus on programming for critical DCFS business applications.

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During this transition period, ISD and DCFS management will continue to closely coordinate both the transition project and daily IT operations. ISD will update your Board if there are any significant changes to the transition plan.

If you have any questions, please contact me at 323-267-2101, or Dave Chittenden at 562-940-2901.

TT:JJ:DC:dw

c: Chief Executive Officer
Executive Officer, Board of Supervisors
Trish Ploehn, DCFS Director